

## **Pilgrims Hospices Job Description – Human Resources Advisor**

### **Main Purpose and Scope of the Job:**

As a member of the HR function the HR Advisor will support the Head of HR & Education in delivering a high quality, effective and efficient HR service.

Working in collaboration with key stakeholders, the post holder will lead on developing policies and procedures, and develop the skills and capacity of managers to empower them to manage people issues effectively and independently and in line with Pilgrims CODE.

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### **DETAILS OF THE POSITION:**

**Reports to:** Head of HR & Education  
**Responsible for:**

### **DUTIES AND KEY RESPONSIBILITIES:**

#### **Client Area**

- The HR Advisor will be responsible for one or more internal “client groups”, for whom the advisor will provide dedicated, expert advice.
- Act as the first point of contact for managers within their dedicated client area, including providing HR advice in relation to:
  - Recruitment of staff and volunteers.
  - Advising in relation to probations, performance and termination of employment.
  - Development of client area specific policy and process
  - Management of formal and informal employee relations issues.
- Attend key management meetings within their dedicated client area.
- Support activity within the client area to embed organisational initiatives and communications.

#### **Employee Relations**

- To provide advice to managers in relation to complex workforce matters and implementation of policy as well as supporting the informal management of employee relation cases.
- Coaching and guiding managers in order to resolve performance and employee relations issues quickly and effectively.
- To support managers with the resolution of formal Disciplinary and Capability issues, including supporting investigations and decision-making panels.
- Support managers with the formal and informal management of sickness absence issues.

- To support senior managers with the resolution of grievances, including supporting investigations into grievances and sitting on panels where appropriate.
- To monitor trends in relation to workforce resourcing and take proactive actions to ensure the robust and effective management of the workforce.

### **HR Development**

- To work with managers within the organisation to ensure the workforce planning is incorporated into annual corporate plans for client areas, in line with the overarching organisational strategy and objectives.
- Support in the development of HR related policies, ensuring HR practices reflect current legislation, best practice and supports the organisations objectives.
- To support the development, delivery and implementation of workforce related strategies and initiatives.
- To guide and coach managers in preparing for significant organisational change, advising on policies and procedures and providing support as necessary.
- Identify and support the implementation of positive employees relations programmes, in consultation with managers, that will drive cultural change and lead to a more efficient and motivated workforce and ensure organisational development and service strategies are met.
- Participate as requested in projects or groups, including identifying and working to improve the service and increase effectiveness.
- Deliver training in HR practice across the organisation to develop the skills and management capability, ensuring managers are equip with the appropriate knowledge and skills to handle staff management responsibilities in line with the hospices strategic direction.
- Support senior management in the development of the hospices talent management strategy, identifying innovative and creative interventions that meet the cultural and social needs of the organisation.

### **Volunteers**

- Advise line managers regarding the development and recruitment of new volunteer roles.
- Provide advice and support in relation to any volunteer-related issues, included the execution of volunteer specific policies.
- Support volunteer-focussed activities, including the development of volunteer-specific training and volunteer communications plan.
- Support the integration of volunteers as a single “workforce”

## **Systems & Processes**

- Ensure relevant HR systems are maintained with up to date information, including in relation to staff, structures, and documentation.
- Produce reports and extract information from staff management systems as requested.

## **GENERAL RESPONSIBILITIES**

### **Corporate Governance –**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

### **Health and Safety –**

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

### **Data Protection –**

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

### **Flexibility –**

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

*This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.*

**Date Revised:                      May 2022**

## Pilgrims Hospices Person Specification – Human Resources Advisor

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

|                                | <b>CRITERIA</b>  |
|--------------------------------|--|
| <b>EXPERIENCE</b>              | <ul style="list-style-type: none"> <li>• Demonstrate a business-focused approach to HR in a large organisation.</li> <li>• Extensive experience in delivering advice and guidance to management, advising on complex employee relations issues.</li> <li>• Experience of developing and delivering HR related management training and presentations.</li> <li>• Demonstrable experience of organisational governance processes and procedures, corporate reporting, drafting board reporting.</li> <li>• Experience or knowledge of developing and delivering employee engagements programmes, linked to staff engagement and staff survey.</li> </ul>                                   |
| <b>SKILLS/ ABILITIES</b>       | <ul style="list-style-type: none"> <li>• High level interpersonal skills displaying credibility, resilience and influence.</li> <li>• Ability to analyse and present information appropriately.</li> <li>• Sound judgment and decision making.</li> <li>• Ability to review and develop HR systems and processes.</li> <li>• Ability to communicate verbally and in writing in a manner which is clear, fluent and persuasive.</li> <li>• Organized, self-motivated, with excellent written and oral communication skills.</li> <li>• Ability to prioritise and manage varied work schedule.</li> <li>• Excellent I.T. skills, including experience with Microsoft databases.</li> </ul> |
| <b>KNOWLEDGE</b>               | <ul style="list-style-type: none"> <li>• Practical knowledge of policies and procedures relating to workforce.</li> <li>• Knowledge of applicable laws and liability risks.</li> </ul>   |
| <b>QUALIFICATION/ TRAINING</b> | <ul style="list-style-type: none"> <li>• Educated to degree level or equivalent demonstrated experiences.</li> <li>• CIPD Level 5 in Human Resources Management or equivalent experience.</li> </ul>   |
| <b>OTHER REQUIREMENTS</b>      | <ul style="list-style-type: none"> <li>• Be aware of and adhere to the hospices vision and values.</li> </ul>  |

Date Revised:

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